

*San José HNVF Quarterly Workshop
Tuesday, September 2, 2008
Camden Community Center
3369 Union Avenue
San José, CA 95124*

*Education & Tobacco Grantees (Morning Session): 9:00 a.m. - 11:00 a.m.
Senior Grantees (Afternoon Session): 1:00 p.m. - 3:00 p.m.*

Purpose

To provide an overview of HNVF Performance Measures and instructions on reporting and monitoring procedures, in a way that equips participants with technical information, so that grantees successfully complete the HNVF First Quarter Report

Products

1. Increased understanding of the Evaluation Performance Measurements and Intermediate Result Statements
2. Increased understanding of the Reporting and Monitoring Procedures for successful submission of the First Quarterly Report
3. Completion of survey questions and data collection plans
4. Opportunities to network with other service providers

Morning

Afternoon

Agenda Items

9:00 a.m.	1:00 p.m.	Registration and Coffee
9:15 a.m.	1:15 p.m.	Welcome and Introductions
9:30 a.m.	1:30 p.m.	Icebreaker Activity and Announcements
9:45 a.m.	1:45 p.m.	HNVF Performance Measures <ul style="list-style-type: none">• Review of HNVF Performance Measures: <i>Customer Satisfaction, Service Productivity & SPI</i>• Intermediate Result Statements• Q&A
10:10 a.m.	2:10 p.m.	HNVF Reporting and Monitoring <ul style="list-style-type: none">• Workbook Review• Successful Submission of 1st Quarter Report• Calendar Review• Q&A
10:30 a.m.	2:30 p.m.	Work Session with Evaluation & HNVF Team (Optional) <ul style="list-style-type: none">• Evaluation Surveys & Data Collection Plan• Scope of Work or Workbook Technical Assistance
11:00 a.m.	3:00 p.m.	Conclusion/Submission of workshop evaluation